

## Schieck Exhibit D

# FAN SCREENING AT QWEST FIELD

## TWO LEVELS OF FAN SCREENING

Fan Screening Level will be announced at Captains' briefing. Security is dynamic and Fan Screening Levels may change at any time during the game. Control will announce any changes via radio.

### YELLOW

- STANDARD BAG SCREEN
- STANDARD VISUAL SEARCH
- NFL WAISTLINE/BACK PAT DOWN

### ORANGE

- STANDARD VISUAL SEARCH
- STANDARD BAG SCREEN
- FULL BODY PAT DOWN

## SCREENING STANDARD OPERATING PROCEDURES

Always ask prior to screening an individual for both Bag Check and Pat Down

### STANDARD VISUAL SEARCH

- ALWAYS BE ALERT AND AWARE OF FANS
- LOOK FOR BULGES IN CLOTHING
- LOOK FOR SIGNS OF INTOXICATION

### STANDARD BAG SCREEN

- LOOKING FOR ALCOHOL, WEAPONS AND OTHER DANGEROUS ITEMS
- SEE QWEST FIELD BAG CHECK GUIDELINES

### NFL WAISTLINE/BACK PAT DOWN

- FANS MUST STAND WITH ARMS OUT AND PALMS UP
- FEEL ABOVE BELTLINE AROUND THE WAIST ON INNERMOST CLOTHING LAYER
- PLACE HAND ON SMALL OF BACK JUST ABOVE BELT

### FULL BODY PAT DOWN

- FANS MUST REMOVE HATS
- ARMS OUT AND PALMS UP
- WORK HEAD TO TOE
- COLLAR AND HOOD
- PAT BOTH ARMS FROM SHOULDER TO WRIST
- OUTER JACKET, TORSO AND POCKETS
- DOWN LEGS FROM MID THIGH TO ANKLE
- PAT ON THE SMALL OF BACK, UP SPINE TO NECK

## COLD WEATHER CONSIDERATIONS FOR BAG CHECK

- LENIENCY FOR CUPS OF COFFEE, TEA, HOT CHOCOLATE, ETC.
- NO THERMOS
- MORE CLOTHING = MORE HIDING PLACES
  - UNZIP JACKETS AND REMOVE HATS
  - FEEL AND SQUEEZE BLANKETS

FGI 0030

## **DISPOSAL AND RESOLUTION**

- DO NOT TAKE POSSESSION OF ITEMS OR BAGS
- ASK THE FAN TO DISPOSE OF FORBIDDEN ITEMS IN PROVIDED TRASH CONTAINER
- FAN MAY TAKE ITEM TO VEHICLE, WE DO NOT CHECK ITEMS
- OVERLY INTOXICATED FANS WILL BE DENIED ACCESS TO QWEST FIELD
- NOTIFY TEAM CAPTAIN AND OFFICER AT GATE FOR FIREARMS; DENY ACCESS AND TURN SITUATION OVER TO POLICE OFFICER.

## **FAN SITUATIONS AND QUESTIONS**

- BE RESPECTFUL OF THE INDIVIDUAL – RELIGIOUS, MEDICAL, DISABILITY
- STANDARD ANSWER: OUR FAN SCREENING PROCESS IS FOR YOUR SAFETY AND THE SAFETY OF THOSE AROUND YOU.

# ***QWEST FIELD BAG CHECK GUIDELINES***

## **PROHIBITED ITEMS**

### **WEAPONS**

Guns, Knives, Mace, Pepper Spray, etc.

### **ALCOHOL**

Bottles, Cans, Airplane Bottles, Flasks, Zip-Loc Bags, Shooters

### **OPEN BEVERAGES**

Sodas, Water Bottles, Sports Drinks, Personal Plastic Beverage Containers

### **CANS AND BOTTLES**

All Glass and/or Aluminum Beverage Containers are prohibited

### **VIDEO CAMERAS**

### **COOLERS AND LARGE LUGGAGE/BAGS**

### **NOISEMAKERS AND AIR HORNS**

### **ANY BAGS LARGER THAN 12" X 12" X 12"**

## **PERMITTED ITEMS**

### **CAMERAS**

Personal still photography cameras and digital cameras

### **SEALED FULL WATER BOTTLES**

### **JUICE BOXES AND SOFT SIDED SINGLE SERVE CONTAINERS**

Examples: HI-C, Capri Sun, Sealed full single serve milk cartons.

### **OUTSIDE FOOD**

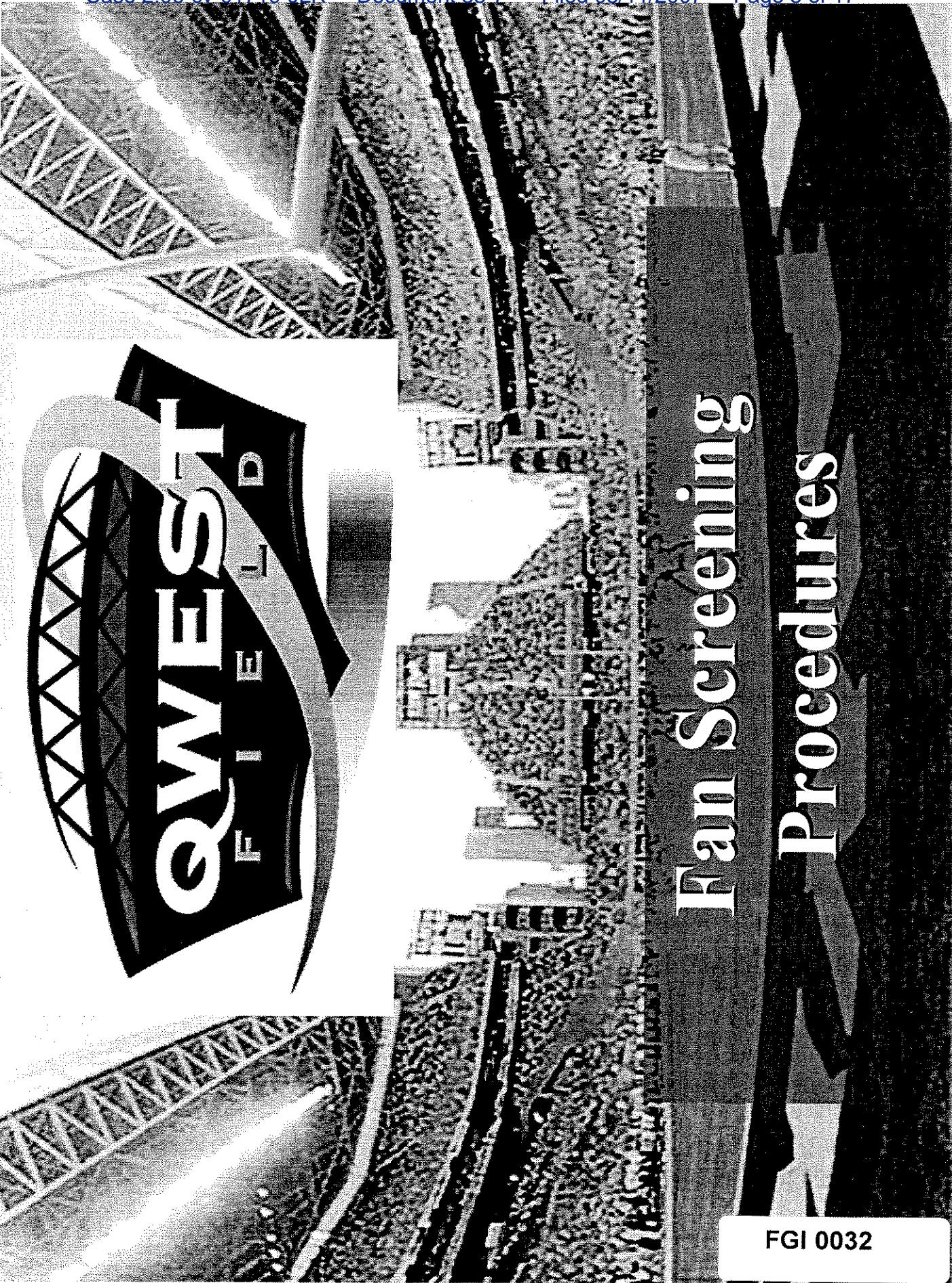
Inspect open food containers for prohibited items. Sealed store bought items permitted.

### **BAGS SMALLER THAN 12" X 12" X 12"**



FGI 0031

Schieck Exhibit E



# Fan Screening Procedures

FGI 0032

Qwest Field Game Day Training

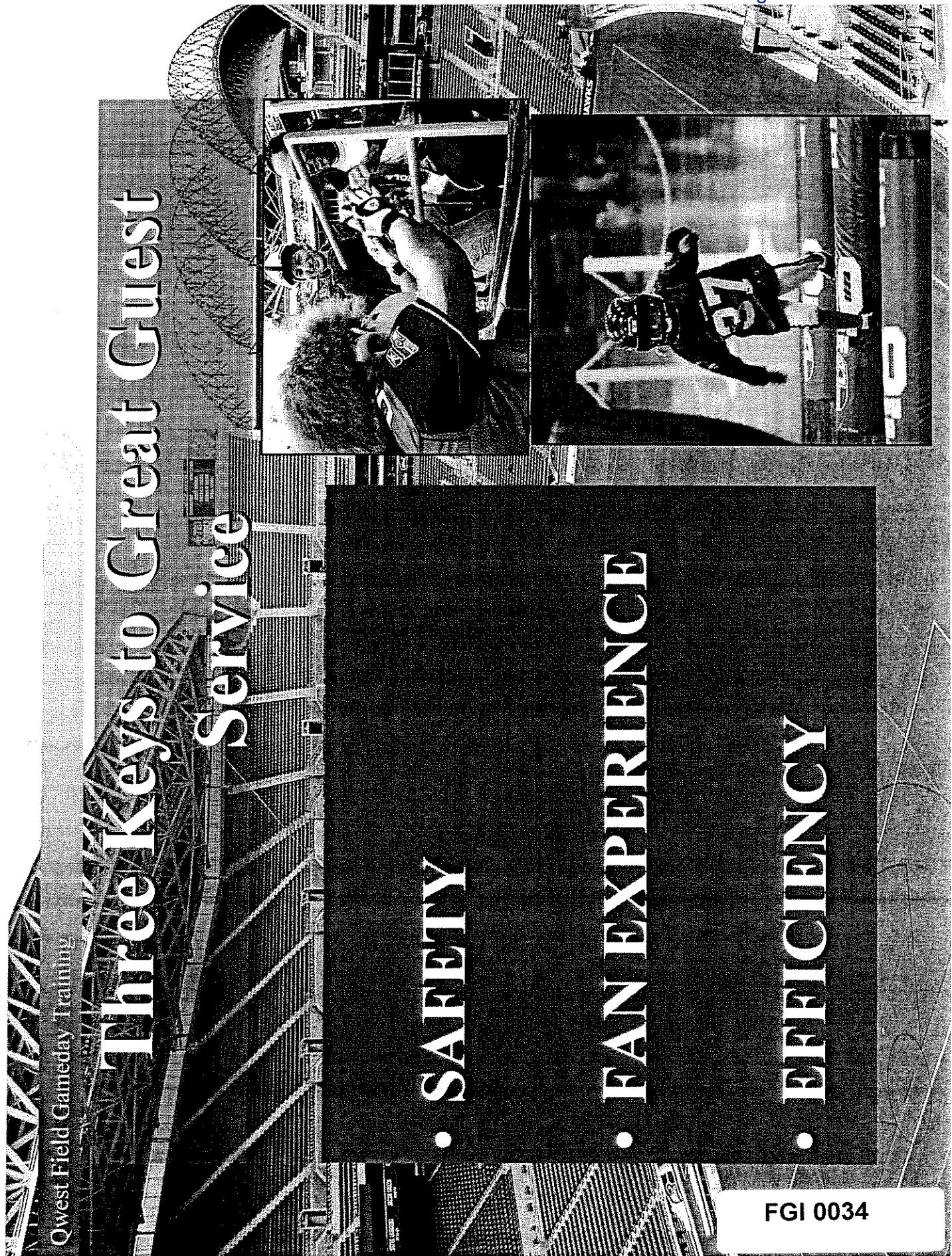
# Fan Screening at Qwest Field

• Why do we do what we do?

• What are you looking for?

• Why are you looking for it?

FGI 0033



Qwest Field Game Day Training

# Minimum Guidelines for Guest Service

- Greet And Thank Each Guest
- Proactively Seek Guest Contact
- Make Eye Contact And Smile
- Display Appropriate Body Language
- Maintain The Positive Fan Experience

FGI 0035

Qwest Field Gainday Training

# Guest Communication Process

- Listen to the Guest

- Use the Rules as a Guide
- Follow Your Heart

FGI 0036

Qwest Field Game Day Training

# Fan Screening at Qwest Field

Consistency

Communication to and from Control

Precision in Procedures

FGI 0037

# Two Levels of Fan Screening

Qwest Field Game Day Training

1. YELLOW

2. ORANGE

FGI 0038

West Field Game Day Training

## **YELLOW**

- STANDARD VISUAL SEARCH
- STANDARD BAG SCREEN
- RANDOM UPPER TORSO PAT DOWN

## **ORANGE**

- STANDARD VISUAL SEARCH
- STANDARD BAG SCREEN
- FULL BODY PAT DOWN

**FGI 0039**

Qwest Field Game Day Training

# FAN SCREENING STANDARD OPERATING PROCEDURE

## • STANDARD VISUAL SEARCH

## • STANDARD BAG SCREEN

## • UPPER TORSO PAT DOWN

## • FULL BODY PAT DOWN

FGI 0040

Qwest Field Game Day Training

**FAN PAT DOWNS**

• REMOVE HATS

• PALMS UP. WHY?

• LIGHT PAT, ARMS, TORSO, LEGS

• REBEL JACKED LINERS AND POCKETS

• SMALL OF BACK

• MAN TO MAN; WOMAN TO WOMAN

• STAFFING CONFIGURATION

FGI 0041

## OTHER CONSIDERATIONS

- Leniency on Open Hot Beverages.
- No Thermos
- More Clothing and Blankets = More Hiding Places
- Our focus is to keep all of our Fans safe.
- Play for 4 Quarters – Consistent Search
- Goal is to be able to implement change in process on moment's notice from Control

FGI 0042

## DISPOSAL AND RESOLUTION

- Ask the fan to dispose of item in provided bin
- May take items to vehicle, no entry permitted with prohibited item.
- Firearms and other weapons
- Overly intoxicated fans will be denied entry
- “Our bag check and screening policy is for your safety and that of all guests of Qwest Field” – Anticipate Guest Questions.

FGI 0043

